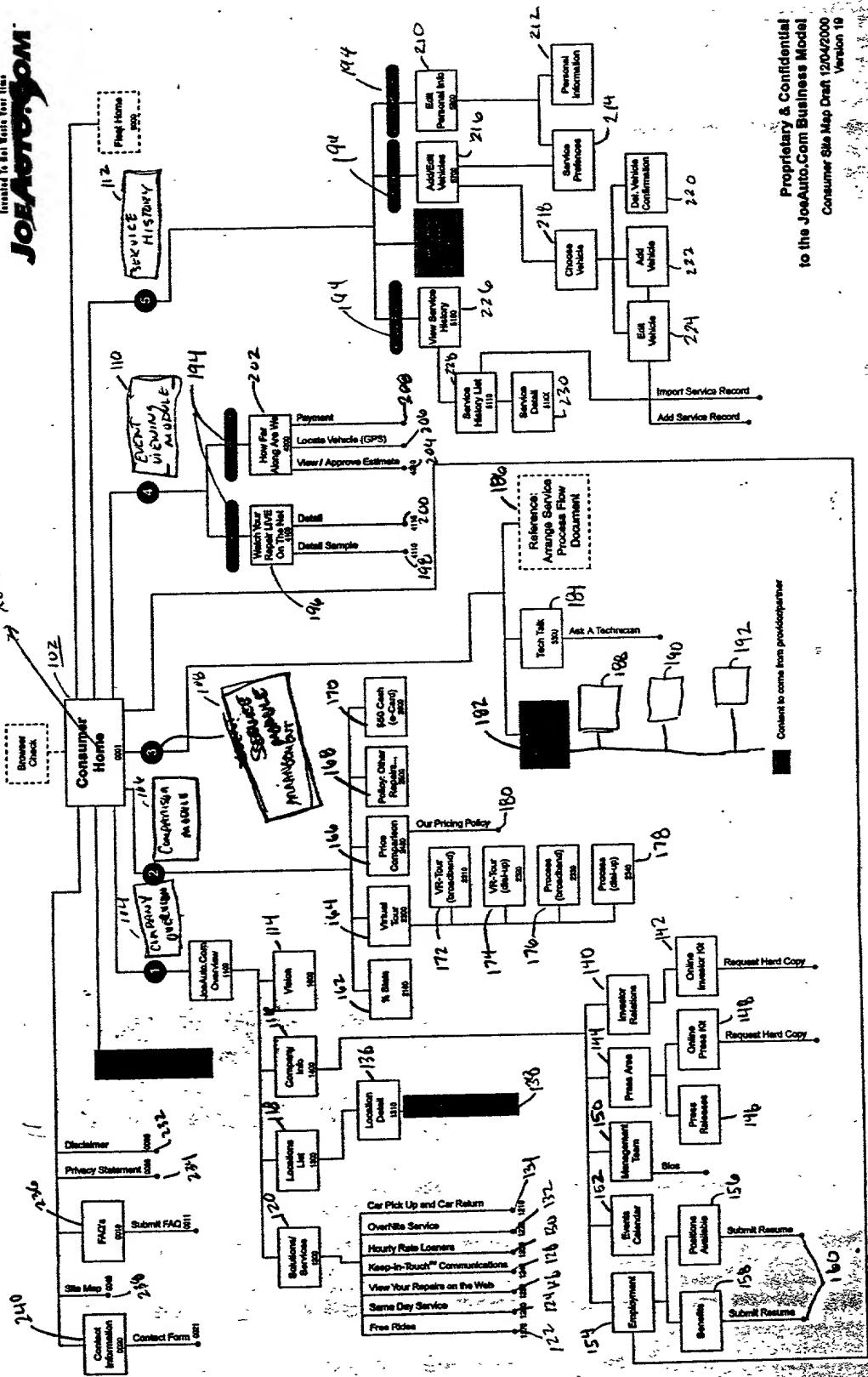


Figure 1

100

REPAIR EVENT COORDINATION

JoeAuto.com  
Invented To Not Waste Your Time



Proprietary & Confidential  
to the JoeAuto.Com Business Model  
Consumer Site Map Draft 12/04/2000  
Version 10

Figure 2

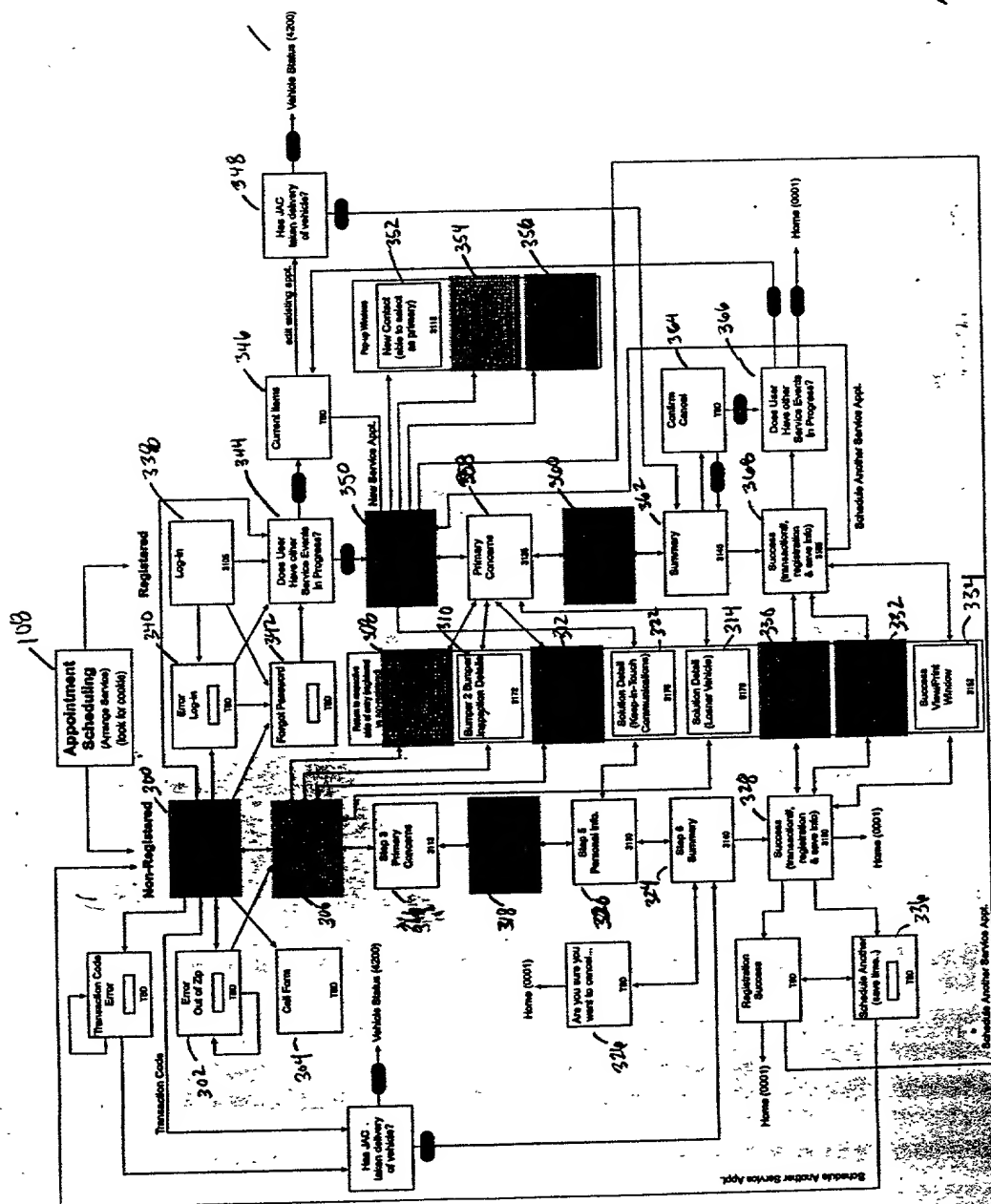


Figure 3

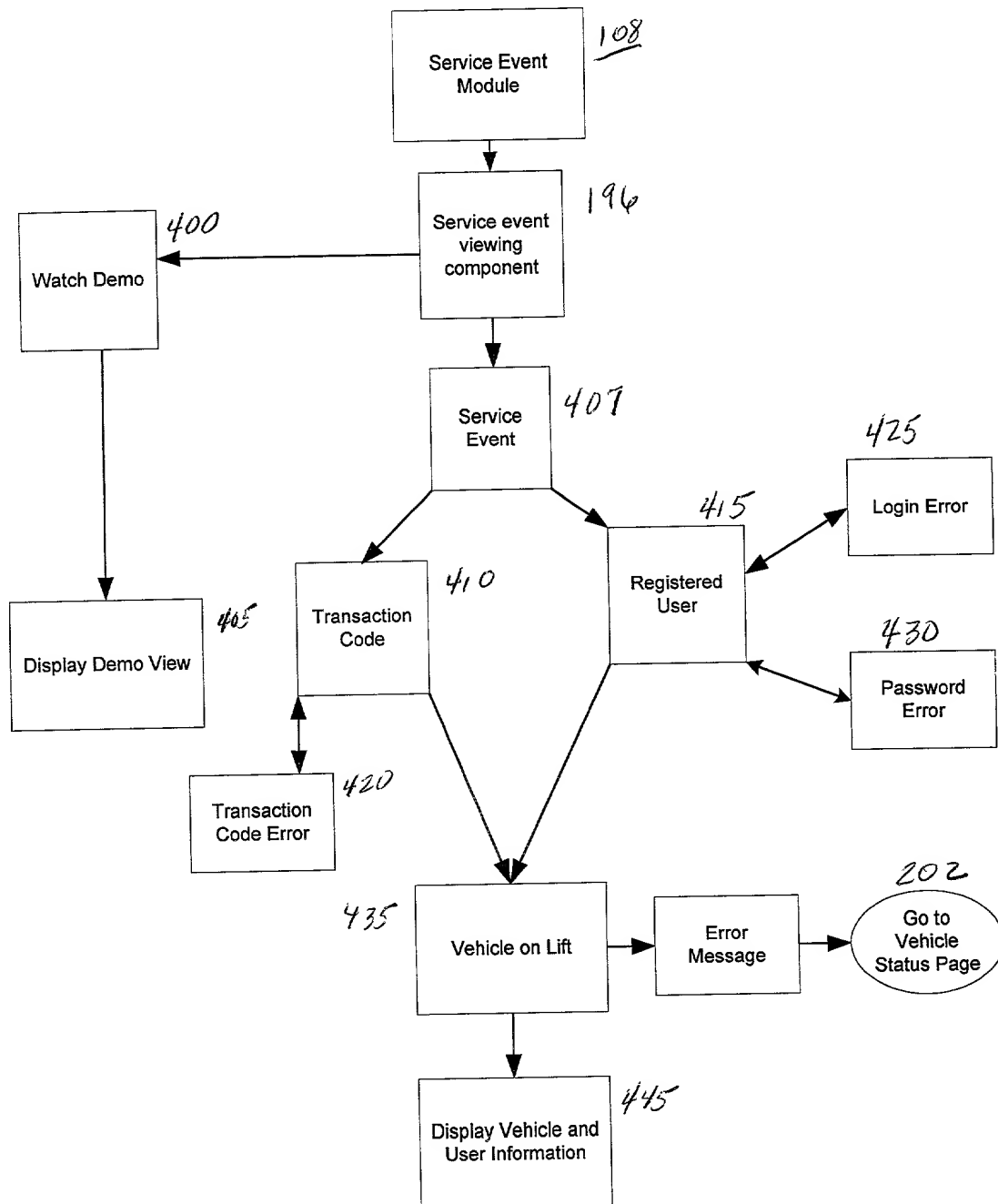


Figure 3b

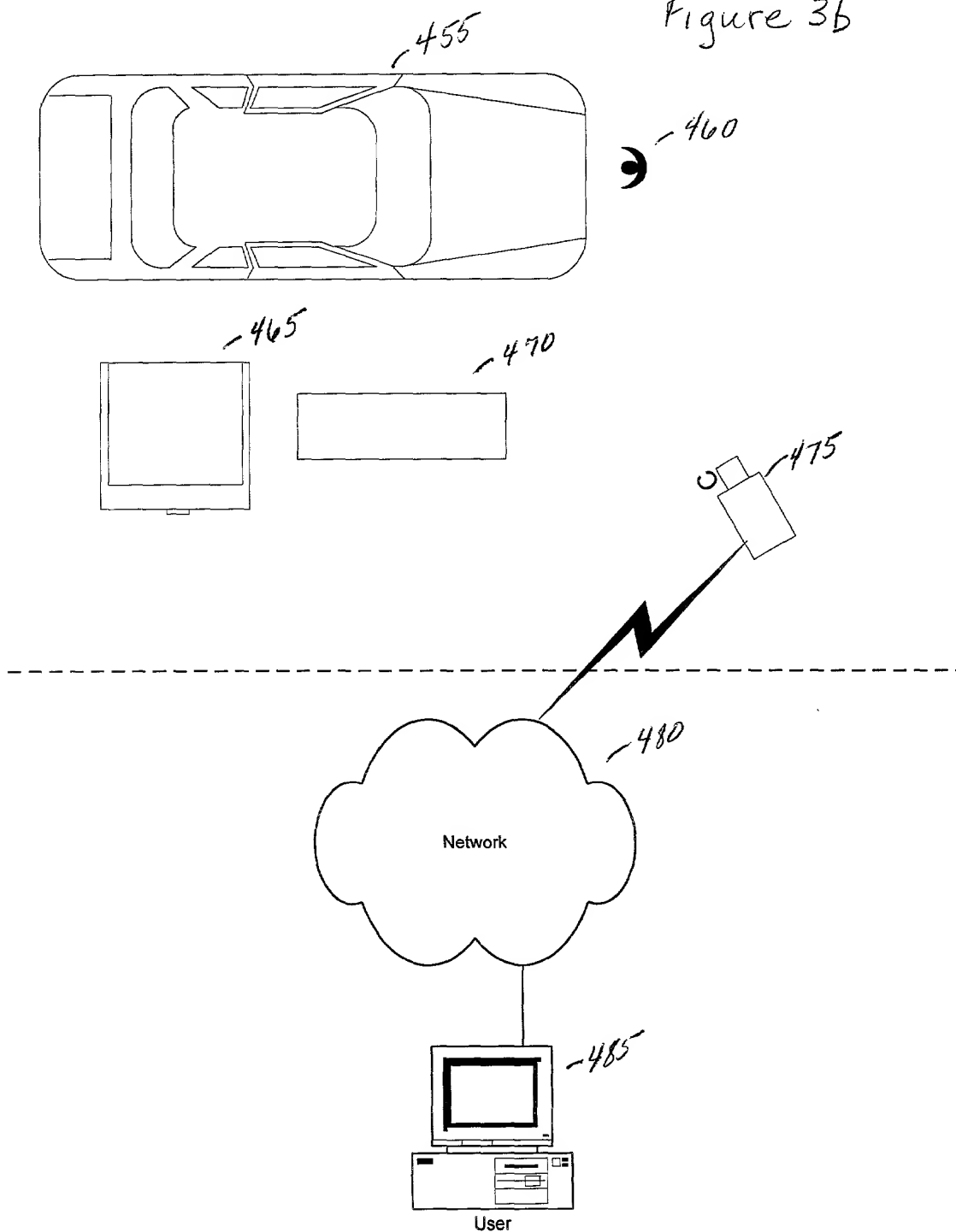


Figure 4

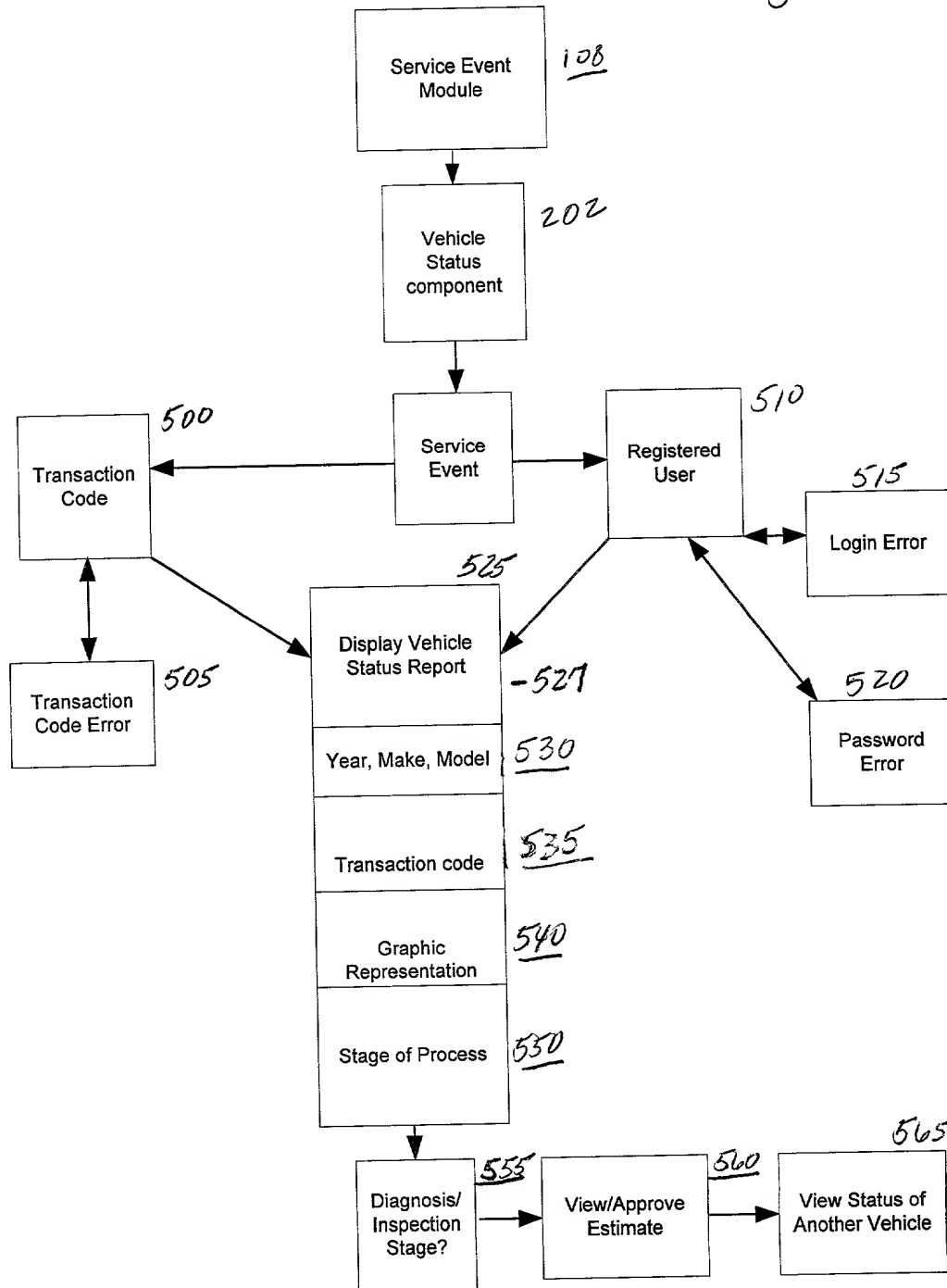


Figure 6

[illegible]

Corporate Identity  
(Logo & President)

Home

To JoeAuto.Com Service  
Center near you. Please enter your five  
digit zip code.

Toll free 1.877.JOEAUTO  
(1.877.583.2848) or  
contact 515.519.1810

Arrange  
Service Now

OVERVIEW: JoeAuto.Com

What is JoeAuto.Com?

- Performance Based
- Take A Virtual Tour
- Compare Our Prices
- Today, Additional Features Needed
- 800, 800 or 800, 800, 800

What is JoeAuto.Com?

- Best Description / Features
- Arrange Service

What is JoeAuto.Com?

- Watch Your Rental LIVE on the Internet
- How For Auto For Now?

What is JoeAuto.Com?

- Your Service History with JoeAuto.Com
- Automatic Resource Library
- Auto Service
- Best Personal Job

Take a Virtual Tour of JoeAuto.Com

Take a tour of a JoeAuto.Com facility  
Brief descriptive copy of the tour ...

[The Virtual Tour will be activated for 2.16.2001. Design should consider  
that it will be activated shortly after the initial release date.]

Stop through a JoeAuto.Com experience:  
Brief descriptive copy of the experience...

Fast Connection - Requires (TBD) Plug-in  
Slow Connection

Fast Connection - Requires (TBD) Plug-in  
Slow Connection

Choose a location to view

Location Name  
Location Name  
[Selected LocationName]

Date & Time

[JAVA APPLET: current site uses 320x240.  
Need to review applet or capabilities and  
parameters. If JAVA not enabled on client's  
browser, a text message stating "Java not  
enabled" will be displayed within this area.]

Our location name Location

**CONDITIONS**  
The Virtual Tour link (2300) has been selected.

**REQUIREMENTS**

1. Standard Header
2. Standard Footer
3. Standard Left Hand Navigation
  - 3.1 "Take a Virtual Tour" navigation element needs to reflect a selected state indicating the user is within this section. Link is disabled for this page.
4. Take a Virtual Tour of JoeAuto.Com Section Title
5. Tour a JoeAuto.Com Facility (Disabled for 3.15.01 Release)
  - 5.1 Slow Connection (2310 - Pop-up Window 600x400)
  - 5.2 Fast Connection (TBD) Plug-in Required: [Technology TBD. Either IPIX or QTVR]
  - 5.3 Brief copy to give a description of the tour
6. Walk Me Through the JoeAuto.Com Experience
  - 6.1 Slow Connection (2340 - Pop-up Window (Size TBD))
  - 6.2 Fast Connection (2350 - Pop-up Window (Size TBD))
  - 6.3 Text Noting "TBD" Plug-in Required: [Technology TBD. Either QT, Real Media, or WMV]
  - 6.3 Brief copy to give a description of the tour
7. View Shop
  - 7.1 Default camera view (Selected by JAC - Showcase)
  - 7.1.1 Java Error Message if Java not enabled on user's browser
  - 7.1.2 Loading Image Java Applet (possible progress bar)
  - 7.2 Location Title
  - 7.3 View Other Locations
  - 7.3.1 Locations List (refreshes pages with selected location in view)
  - 7.3.2 Selected location to stand out in list of locations.





<b>Corporate Identity</b> (Logo & Profile)	<b>Home</b> (Logo & Profile)	<p>To locate a Service Center near you, please enter your five digit Zip Code: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Location: <input type="text"/></p>
---	---------------------------------	--

**904** — **Arrange Service** ①

**Step 1 2 3 4 5 6 Start**

Ted is communicating a question to the consumer for the purpose of propelling the question "Tell us where you are?" or "Where will you be?" or "Are we near either of these places?" and why we are asking.

**906** — **Choose From One of The Following:**

PLEASE NOTE: It is not necessary to make an appointment to bring your car in for service, but I will...

**908** — I want to try this online thing and arrange to have JoeAuto Pick up my car.

What is the ZIP code where your vehicle is located? (We need to make sure you are with in our service area.)

There is no extra charge for pickup unless your vehicle has other towing.

**910** — I want to try this online thing, but prefer to do my car to the dealer.

We take the ZIP code where you are now and connect it. (We need to know what location to direct you to.)

**912** — Just call me, I'll get you everything to me in person, anywhere!

What

When

Where?

**914** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**916** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**918** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**920** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**922** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**924** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**926** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**928** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**930** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**932** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**934** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**936** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**938** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO (1-877-526-2886)).

**940** — Need to investigate our existing applications?

Please enter your "Product" code (see box). This is the code you were issued when you originally submitted an application. Don't leave it blank for Customer Support (only for the 1-877-JOEAUTO

## CONDITIONS

**The Arrange Service (3100) Link has been selected.**

## REQUIREMENTS

- THIS
1. Standard Header
  2. Standard Footer
  3. Arrange Service Title
  - 3.1 Step Progression Bar – Step 1 is highlighted indicating that the user is on step 1 of 6.
  - 3.2 Start
  - 3.3 Instructional copy – Text to communicate a question to the consumer for the purpose of proposing the question “Tell us where you are?” or “When will you be?” and “Why are we asking?”
  - 3.4 Note copy – Text to communicate that it is not necessary to have an appointment to bring your vehicle in but it is recommended.

4. Choose from one of the following:
- 5.1 Instructional copy
  - 5.2 Zip Code Text Box – This is a required numeric field that is limited to five digits.
  - 5.3 Start Button – When selected this button will validate that the zip code entered in 5.2 is five digits. If there is an error then the page (3100) will refresh highlighting and describing the error in the form. Upon validation the form will submit to 3110.
  - 6.1 I want to arrange a drive in service online.
  - 6.1 Instructional copy
  - 6.2 Zip Code Text Box – This is a required numeric field that is limited to five digits.
  - 6.3 Start Button – When selected this button will validate that the zip code entered in 6.2 is five digits. If there is an error then the page (3100) will refresh highlighting and describing the error in the form. Upon validation the form will submit to 3110.

7. Just call me, I'll tell you everything there.
- 7.1 Instructional copy
- 7.2 Area Code Text Box - This is a numeric field that is limited to three digits.
- 7.3 Phone Number Prefix Text Box - This is a required numeric field that is limited to three digits.
- 7.4 Phone Number Suffix Text Box - This is a required numeric field that is limited to four digits.
- 7.5 Time Text Box - This is a required alphanumeric field that is limited to 255 characters.
- 7.6 Name Text Box - This is a required alphanumeric field that is limited to 255 characters.
- 7.7 Start Button - When selected the form will validate the form in 7 and refresh the page (\$100 Highlighting and describing any error in the form. Upon validation the form will send an email to the communication center prompting them to return the call at the entered time and redirect the user to the success page (PBD).

- 3. Need Help?**  
8.1 Instructional copy

PROPRIETARY AND CONFIDENTIAL TO THE IDTAUTO.COM BUSINESS MODEL

Figure 9

Corporate Identity  
(Use A Profile)

Home

Toll free 1.877.JOE.AUTOC  
(1.877.553.2665) or  
contact Live Help

Zip code

Login

918

Arrange Service

920

Step 1 2 3 4 5 6 Your vehicle info...

922

Service Center Information

Note: This question only appear if the user requests drive in service.

924

Note: This question only appear if the user requests pick up service.

926

Note: This question only appear if the user requests tow service.

- CONDITIONS**  
The user has completed step 1 in the arrange service process.
- REQUIREMENTS**
- Standard Header
  - Standard Footer
  - Arrange Service Title
  - Step Progression Bar - Step 2 is highlighted indicating that the user is on step 2 of 6.
  - Vehicle Information
  - JoeAuto Service Center Information
  - Location Information - This information is populated from the database based upon the zip code that the user entered in step 1.
    - 4.1.1 Location Name
    - 4.1.2 Street Address
    - 4.1.3 City
    - 4.1.4 State
    - 4.1.5 Zip
    - 4.1.6 Communication Center Telephone Number
  - Click Here (3110) to go back and try another zip code - This is only visible if the user has selected to drive into the JoeAuto Service Center.
  - Vehicle Specifics
    - 6.1 Make, Model and Year Selection
      - 6.1.1 Make Drop Down Box - This field is required unless the user selects 6.4. When the user makes this selection, the page (3110) will refresh, populating field 6.2 based upon the Make selected. The information used to populate this field is pulled from the VAST system database.
      - 6.1.2 Model Drop Down Box - This field is required unless the user selects 6.4. When the user makes this selection, the page (3110) will refresh, populating field 6.3 based upon the Model selected. The information used to populate this field is pulled from the VAST system database.
      - 6.1.3 Year Drop Down Box - This field is required unless the user selects 6.4. The information used to populate this field is pulled from the VAST system database.
      - 6.2 I'm unsure Radio Button - This field is not required unless the user has not selected the fields in 6.1.
    - Safe Drivable Condition - This information is only visible if the user has selected to use the pick up service. One option in this section is required to move to the next section.
      - 6.2.1 Yes Radio Button
      - 6.2.1.1 Descriptive copy
      - 6.2.2 No Radio Button
      - 6.2.2.1 Descriptive copy
      - 6.2.2.2 Market Specific Towing Charge - This information is based upon the zip code that the user entered in step one and is pulled from a database.
      - 6.3 Yes, for anyway
      - 6.3.1 Descriptive copy

Figure 10



ARRANGE SERVICE - STEP 3 (NON REGISTERED) 3112

LAST REVISED - 12.07.00 VX

● Denotes actionable items.

932

Corporate Identity (Logo & Profile)	Home 1	To learn a Repair Service Center need not, please enter your site ID, zip, state, and location.	Toll free 1.877.JOE AUTO (1.877.563.2669) or contact Live Help
--	-----------	---	--

**ARRANGE SERVICE**

Step 1 2 3 4 5 6 Tell us what's wrong...

Use this area to tell us in your own words what is wrong or what you want done... Click here to use our Self-Diagnosis tool.

Or if you prefer to choose from some common repair services or symptoms, click the ADD buttons and follow the single steps to select what... You may ADD as many items as necessary.

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998

1000

#### CONDITIONS

The user has completed steps 1 and 2 in the Arrange Service process.

#### REQUIREMENTS

- Standard Header
- Standard Footer
- Arrange Service Title
- Step Progression Bar - Step 3 is highlighted indicating that the user is on step 3 of 6.
- What's Wrong
- Free Form Service Description - This section is required if the user does not choose to utilize section 6.
- 4.1 Instructive copy
- 4.2 Self Diagnostic Tool (SDT)
- 4.2.1 Descriptive copy
- 4.3 Description Text Box - This field is a "memo sized" alphanumeric field.
- Assisted Service Description - This section is required if the user does not choose to utilize section 4.
- 5.1 Descriptive copy
- 5.2 Service Line Item - When there is no line item then add some instructional copy telling the user to click the add button to add a service item
- 5.2.1 Edit Button (9117) - When this button is selected it triggers a pop-up window with the fields populated for editing.
- 5.2.2 Delete Button - When selected this button is selected it triggers a pop-up confirmation window with a cancel and an accept button. If the user selects the accept button then the page (9120) is refreshed with this line item deleted also the confirmation window closes and the screen remains the same.
- 5.2.3 Item Number - This is a counter that increments with each line item.
- 5.2.4 Problem Area - This field is based upon the fields that the user selected inside the symptoms window.
- 5.2.5 Symptom - This field is based upon the fields that the user selected inside the symptoms window.
- 5.2.6 Details - This field is based upon the fields that the user selected inside the symptoms window.
- 5.2.7 Estimate - This field is based upon the service requested and the market specific rate for that service.
- 5.2.8 Add Button (9170) - Selection of the Add Button causes a pop-up window to open.
- Runover to Runover Inspection - One of the options in this section are required.
- 6.1 Descriptive copy
- 6.2 Yes Radio Button
- 6.3 No Radio Button
7. Need Help
- 7.1 Instructional copy

Figure 11

Corporate Identity  
(Loop A Presales)

Home  
1

To locate a JoeAuto Service Center near you, please enter your five digit Zip code.
Locate

Denotes actionable items

450

Arrange Service
2

Step 1 2 3 4 5 6 What time...

452

Location
3

Times available for Location Name, Street Address, City, State, Zip, Tel Number). Typically vehicles received by JoeAuto before 1:00 pm are returned the same day before 8:30 pm...

454

4

8:30 am  
rides to refund available, some available (select room), not available  
1:00 pm  
Same Day

456

5

1:30 pm  
Select a TIME and advance the screen  
8:30 pm  
Overline

458

6

Need Help? Contact our Customer Care Center at 1-877-JOEAUTO (1-877-563-8868)

459

7

Previous Next

460

8

1:00 pm

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9

1:00 pm

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1:00 pm

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1:00 pm

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1:00 pm

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95

1:00 pm

### CONDITIONS

The user has completed steps 1, 2 and 3 in the Arrange Service process.

## REQUIREMENT 8

1. Standard Header
2. Standard Footer
3. Arrange Service Title
  - 3.1 Step Progression Bar -- Step 4 is highlighted indicating that the user is on step 4 of 6.
  - 3.2 What Time
4. Location Schedule
  - 4.1 Descriptive copy
  - 4.2 Location information -- This information is based upon the zip code that the user entered and is pulled from a Locations database.
    - 4.2.1 Location Name
    - 4.2.2 Street Address
    - 4.2.3 City
    - 4.2.4 State
    - 4.2.5 Zip Code
    - 4.2.8 Communication Center Telephone Number

### 5. Descartes Scheduling Tool

- 5.1 Incentivize Copy  
5.2 Descartes Scheduler – This tool displays the schedule for the next seven days in thirty-minute intervals (similar to [www.burton.com/scheduling](http://www.burton.com/scheduling)) that time slot (i.e. Available, Going Fast, Gone). The background of the scheduling tool changes depending upon the turn around qualifications (i.e. Same Day, OverNite) for that time slot. The user selects the time slot that they wish to schedule an event for by clicking on that image causing the form to submit to 3130 with that time marked as the desired time. If the user is returning to this screen by using the previous button or edit button then the image marking the time that was previously selected has changed to note that this time has already been reserved for the user.

6. Need Help  
6.1 Instructional copy

3. **Next Button** -- This button is only visible if the user is returning to this screen and has previously reserved a time. Selection of this button causes the form to be submitted to 3130.

## NOTES

- NOTES**
- if the user has not complete steps 1, 2 and 3 in the Arrange Service process than the user will be redirected to 3100.

<b>Corporate Identity</b> (Loop & Premise)	<b>Home</b> <input type="checkbox"/>	<b>Locals</b> <input type="checkbox"/>	<p><b>To locate a JoeAuto Service Center near you. Please enter your five digit Zip code.</b></p>	<p><b>Toll free 1.877.JOEAUTO (1.877.583.2868) or contact Live Help</b></p>
<b>Arrange Service</b>				
<b>Step 1 2 3 4 5 6 Your Information...</b>				
<b>Tell us about yourself... We'll find a Genshi with a skill mosten rising :)</b>				
964	966	968	970	972
1. <b>Salvation</b> <input type="checkbox"/> <b>First Name</b> <input type="text"/> <b>Last Name</b> <input type="text"/>				
2. <b>Where can we call you during your repair?</b> <b>Picture</b> <input type="text"/> <b>Alternate</b> <input type="text"/>				
3. <b>e-Mail</b> <input type="text"/>				
4. <b>Would you like to enter mobile phone of no extra charge so that we may contact...? Details</b> <input type="checkbox"/> Yes <input type="checkbox"/> No				
5. <b>Uh... where are we going?</b> <b>Where are we picking up your vehicle?</b> <b>972</b>				
<b>Now... This station only repairs if the car repairs pick up service</b>				
6. <b>You anticipated having your vehicle repaired at a different location than the one we are picking up from, we will be pleased to locate your vehicle in place for our repairs.</b> <b>City State Zip</b>				
7. <b>Very good instructions</b> <b>76</b>				
8. <b>Good! We'll contact the following next morning at 1.877.JOEAUTO (1.877.583.2868)</b>				
<b>978</b> <b>979</b> <b>980</b> <b>981</b> <b>982</b> <b>983</b> <b>984</b> <b>985</b> <b>986</b> <b>987</b> <b>988</b> <b>989</b> <b>990</b>				
<b>Contact Us</b> <b>Site Map</b> <b>FAQ</b> <b>Privacy Statement</b> <b>Disclaimer</b> <b>© 2001 JoeAuto.com</b>				

PROPRIETARY AND CONFIDENTIAL TO THE [IDEAUTO.COM](http://IDEAUTO.COM) BUSINESS MODEL



Figure 13

[illegible]

PROPRIETARY AND CONFIDENTIAL TO THE JOE AUTO.COM BUSINESS MODEL

Figure 14

ARRANGE SERVICE - SUCCESS (NON REGISTERED) 3150

LAST REVISED - 12.07.00 VY

- CONDITIONS**  
The user has completed all the steps in the Arrange Service process.
- REQUIREMENTS**
1. Standard Header
  2. Standard Footer
  3. Appointment Confirmation
    - 3.1 Transaction Code - This is a unique random alphanumeric code that is generated for each transaction.
    - 3.2 Important copy - Needs to inform the user that this code is needed to access this information at a later time unless the user registers with JoeAuto.
  4. Loaner Vehicle Form - This section is only visible if the user has requested a loaner vehicle.
    - 4.1 Click Here (TBD) - This link will cause a pop-up window with the application.
    - 4.2 Description/Instructions copy
  5. Registration
    - 5.1 Descriptive copy
    - 5.2 Username text box - This is a required alphanumeric field that is limited to 255 characters.
    - 5.3 Password Verification text box - This is a required alphanumeric field that is limited to 255 characters. This field is used to verify the password that was entered in 5.2.
    - 5.5 Register Button - Selecting this button will cause the verification of the form in 5, causing the page (3150) to be refreshed highlighting and describing any errors on the page. Upon verification the form is submitted to (TBD).
  6. Map/Directions
    - 6.1 Descriptive copy
    - 6.2 Click Here (3152) - Push the information needed to look up the map or direction of the JoeAuto Service Center.
  7. Need Help
    - 7.1 Instructional copy
  8. Arrange Service For Another Vehicle Button (3100) - This send the user to 3100 but populates all of the personal information for the user from the information that was submitted during the first process.
  9. Home Button (0001)
- NOTES**  
If the user has not completed all the steps in the Arrange Service process then the user will be redirected to 3100.

PROPRIETARY AND CONFIDENTIAL TO THE JOE AUTO.COM BUSINESS MODEL

1008

● Denotes actionable items.

Corporate Identity (Logo & Profile)

Home

To locate a JoeAuto Service Center near you. Please enter your five digit zip code.

Locate

Toll free 1.877.JOE.AUTO (1.877.633.2680) or contact 1.877.HELP

**Appointment Confirmation**

Transaction Code... (transaction #)

1010

1014

1012

View/Print Details

Click here if you wish to fill out the Loaner Vehicle form online. This may also be done at the time of delivery. [Only appears if Loaner Vehicle is requested.]

**Registration**

To save you time on your next visit and remember some of your preferences such as vehicle information, address (depends on completed fields), provide us with a user name and password so that we may identify you at a later time. THIS IS NOT REQUIRED TO COMPLETE SCHEDULING OF YOUR SERVICE BUT WILL SAVE YOU CONSIDERABLE TIME WHEN YOU RETURN TO CHECK STATUS ON SCHEDULE SERVICE AT ANOTHER TIME.

1016

User ID: 1018

Password: 1020

Repeat your password: 1022

Register: 1024

Need to view a map or get directions? Click Here to get the map. 1026

Need help? Contact our customer care center at 1.877.JOE.AUTO (1.877.633.2680).

1028

1030

Arrange Service for an Additional Vehicle

Home

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<b>Corporate Identity</b> (Logo & Profile)	<b>Home</b>	To locate a JoeAuto Service Center near you, please enter your five digit Zip code: <input type="text"/>	Toll free 1.877.JOEAUTO (1.877.562.2686) or contact Live Help
---	-------------	--	---

## Arrange Service

### Log In...

Tried to communicate a question to the consumer for the purpose of proposing the question "Tell us where you are?" or "Where will you be?" or "Are we near either of those choices?" and why we are asking.

Welcome back John. Not John? [Click here to...](#)

Instructional text for a cookie to returning user...

1104

Name:

Pass:

Forgot Your Password?

1108

Next

Need Help? Contact our customer care center at 1.877.JOEAUTO (1.877.562.2686).

## Commercial

Accounts...?

Click Here to learn more about the services we offer in the area. Namaglin reit dricab um bath facie.

Security Seal

Security Seal

CONFIDENTIAL AND CONFIDENTIAL TO THE IOWA CITY BUSINESS MODEL

1

Figure 17

Denotes actionable items.

Corporate Identity  
(Logo & Profile)

Home

To locate a JoeAuto Service Center near you. Please enter your five digit Zip code.

Toll free 1.877.JOEAUTO (1.877.632.2868) or contact 1.866.HIGH

Arrange Service

Step 1 2 3 4 Your Information...

1114

Who is responsible today...? (contact info) - please select one.

1116

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**CONDITIONS**  
User has logged into the arrange service section for registered users. The user has also does not have currently arranged service.

**REQUIREMENTS**

- Standard Header
  - Arrange Service navigation element will be disabled.
- Standard Footer

- Arrange Service Title
  - Step Progression Bar
    - Step 1 is highlighted
    - Your Information ...

- Who is responsible today ...? (contact info) - please select one.
  - Contact Title Bar
    - First Name
    - Last Name
    - Primary Telephone
    - Alternate Telephone
    - Email Address
    - Add Button
    - Pop-up window (3116)
    - Stored Contact List
  - Preferences is set then select default contact
  - Title
  - First Name
  - Last Name
  - Primary Telephone
  - Alternate Telephone
  - Email Address
  - Edit Button
  - Pop-up window (3116)
  - Prepopulate fields
  - Delete Button
  - Pop-up confirmation window

- Would you like a mobile phone at no extra charge?
  - Yes
    - Radio
    - Requires 6.1 or 6.2 (field has been selected)
  - No
    - Radio
    - Requires 6.1 or 6.2 (field has been selected)
    - Details (3176)



Denotes actionable items.

Corporate Identity  
(Use & Press)

Call Toll Free 1.877.JOE AUTO  
(1.877.563.2688) or Live Help

☒ New vehicle.  
Copy needed? Nono loem ipsum dolor et amet. Nemo in reat druceb um talin koolie.

☒

☒ Check here if you would like this vehicle to be the default primary vehicle.

**CONDITIONS**  
The New Vehicle Link (3117) has been selected.  
The user is a registered user.

**REQUIREMENTS**

1. Corporate Identity  
1.1 Logo  
1.2 Promise  
1.3 Call Toll Free 1.877.JOE AUTO (1.877.563.2688) or Live Help

2. New vehicle ...  
2.1 Instructional copy

3. Vehicle Information  
3.1 Make  
Requires 3.1, 3.2, and 3.3 (field selected)  
3.2 Model - Populated by selection of Make  
Grey this section out until Make is selected  
Requires 3.1, 3.2, and 3.3 (field selected)  
3.3 Year - Populated by selection of Model  
Grey this section out until Model is selected  
Requires 3.1, 3.2, and 3.3 (field selected)

4. Check here if you would like this content to be the default primary vehicle.

Check Box

5. Cancel Button  
Closes window

6. Add Button  
Validates Form  
Submits Form

**NOTES**

- Form validation causes page to refresh with errors highlighted
- Upon validation the form is submitted and the window closes after refreshing the parent window



Figure 21

<b>Corporate Identity</b> (Logo & Profile)	<b>Home</b>	To locate a JoeAuto Service Center near you, Please enter your five digit Zip code.	<input type="text"/>	<input type="text"/> Local	Toll free 1-877-JOEAUTO (1-877-583-2668) or contact Live Help												
<b>Arrange Service</b>																	
<b>Step 1 ② 3 4 So what's wrong... —1236</b>																	
<b>1236</b>	① Is your car in safe drivable condition?																
	● Yes																
	● No, I am willing to pay the \$(market specific) towing fee.																
	● Yes, but I would it like transported on a carrier anyway. I realize there is a \$(market specific) towing fee.																
<b>1240</b>	③ Would you like a loaner vehicle? Detail																
	● Yes																
	● No																
Please note: In order to qualify for an hourly rate loaner car, you must:																	
	• be at least 21 years of age,																
	• have a valid credit card (American Express, Visa, MasterCard, or Discover ****)																
	• have a valid US drivers license																
	• have mandatory liability coverage on the car, and																
	• be able to show your driver license and proof of insurance to JoeAuto. Com star																
<b>1242</b>	④ What can we do for you?																
	● Please just come pick up my car, I know you'll have to call me, but I can't deal with this right now.																
	● I think my wife or son will take it & let me know when the maintenance appointment is.																
	Or you may want this area to send her because even worse than it was before what you want done... Check here to use our Best Driving place too																
<b>1246</b>	⑤ Can you provide us Customer Travel Expense Reimbursement for airfare, hotel expenses, rental cars, etc.? Or please contact us about other reimbursement issues to discuss.																
	..... Your travel to get us today doesn't count as it.																
	● Yes																
	● No																
<b>1248</b>	⑥ Would you like us to perform a FREE Diagnostic Report in reaction? We won't charge anything without making you leave first. Detail																
	● Yes																
	● No																
	● I don't know yet, give me the following questions: ⑦ Need ⑧ Save Change																
<b>1249</b>	⑦ Need help? Contact our customer care center at 1-877-JOEAUTO (1-877-583-2668).																
<table border="1"> <tr> <td>①</td> <td>Return</td> <td>⑨</td> </tr> <tr> <td>②</td> <td>Yes/No</td> <td>⑩</td> </tr> <tr> <td>③</td> <td>Contact Us</td> <td>⑪</td> </tr> <tr> <td>④</td> <td>Save Change</td> <td>⑫</td> </tr> </table>						①	Return	⑨	②	Yes/No	⑩	③	Contact Us	⑪	④	Save Change	⑫
①	Return	⑨															
②	Yes/No	⑩															
③	Contact Us	⑪															
④	Save Change	⑫															

**Corporate Identity**  
**(Logo & Profile)**

**Home**  
①

To locate a Jo-Auto Service Center  
near you, please enter your five digit  
Zip code.  Locate

Toll free 1-877-JOE-AUTO  
(1-877-586-2868) or  
contact Live Help

## Arrange Service ③

1256 Step 1 2 ③ 4 Select an appointment time...

Location

Times available for { Location Name, Street Address, City, State, Zip, Tel Number }

1258 Typically vehicles received by JoeAuto before 1:00 pm are returned the same day  
before 8:30 pm...

1260 8:30 am

rides to reflect available, some  
available (selected room), not  
available

Same Day

1:00 pm

1262

Select a TIME slot always first  
(room)

Overdue

8:30 pm

④ Need Help? Contact our Customer Care Center at 1-877-JOE-AUTO (1-877-586-2868)

②

⑤

Private

Time

12:01

12:05

⑦

Contact Us

Site Map

About

Privacy Statement

Disclaimer

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PROPRIETARY AND CONFIDENTIAL TO THE TOTAL11.COM BUSINESS MODEL







Figure 24



ARRANGE SERVICE - SUCCESS (REGISTERED) 3155

LAST REVISED - 12.07.00 VX

Depot's actionable items.

Corporate Identity  
(Logo & Profile)

Home

To locate a JoeAuto Service Center near you. Please enter your five digit Zip code.

Locate

Toll free 1.877.JOEAUTO (1.877.563.2649) or Contact Us Here

1302

Appointment Confirmation

Transaction Code... (transaction #)

1304

View/Print Details

Click here if you wish to Complete the Loaner Vehicle form online. This may also be done at the time of delivery. [Only appears if Loaner Vehicle is requested.]

1306

Need to view a map or get directions? Click here to use Map Quest.

Arrange Service for an Additional Vehicle

1308

Home

- CONDITIONS**  
User is a registered user and has completed all the steps in the arrange service process.
- REQUIREMENTS**
1. Standard Header
  2. Standard Footer
  3. Appointment Confirmation
    - 3.1 Transaction Code ...
    - 3.1.1 Transaction Number
    - Unique
    - Alphanumeric
    - 3.2 Informative copy about the transaction code
  4. View/Print Details Button (3182)
  5. Click Here (3180) If you wish to complete the Loaner Vehicle form online. This may also be done at the time of delivery.
  6. Map and Driving Directions:
    - 16.1 Click Here (3182) for a map
  7. Arrange Service for an Additional Vehicle (3185)
  8. Home Button (0001)

<b>Corporate Identity</b> (Logo & Profile)		<b>Call Toll Free 1.877.JOBAUTO</b> (1.877.563.2868) or <b>Live Help</b>		<b>Denotes actionable items.</b>	
<b>Problem Area</b> ③ <u>1410</u>		<b>Vehicle: (year) (make) (model)</b> <u>1405</u>		<b>Conditions:</b> ③ <u>1420</u>	
<b>General Services</b> Studying Symptom ... Symptom ... Symptom ... Symptom ... Symptom ...		<b>Worst Start</b> Always Starting Note: Detail... Detail... Detail... Detail...		Sometimes Morning Condition... Condition... Condition...	
NOTE: For service other than "GENERAL SERVICE" jams, a \$(market rate) diagnostic will be charged.					
<u>1415</u> ③ <u>\$200.00</u> + <u>\$200.00</u> = <u>\$400.00</u>		parts labor		tax (market %)	
sub total		<u>1420</u>		total	
③ <u>cancel</u>		③ <u>ADD</u>		③ <u>1435</u>	

6. Note: For service other than "GENERAL SERVICE" items, a \$(market specific) diagnostic fee will be charged.

7. Estimate  
Only visible if relevant  
7.7.1 Parts Cost  
Populated upon selection of Detail  
7.2 Labor Cost  
Populated upon selection of Detail  
7.3 Subtotal  
Populated upon selection of Detail  
Determined by the sum of Labor Cost  
7.4 Tax  
Populated upon selection of Detail

PROPRIETARY AND CONFIDENTIAL TO THE IDEALTO.COM BUSINESS MODEL

Figure 26

**CONDITIONS**  
The Watch Your Repair Live on the Internet (4100) Link has been selected.  
**REQUIREMENTS**

- Standard Header
- Standard Footer
- Standard Left Hand Navigation
  - Watch Your Repair Live on the Internet navigation element has been selected indicating that the user is within this section. Link is disabled.
- Watch Your Repair Live on The Internet
- What are we talking about?
  - Thumbnail (4110)
  - Click Here (4110)
- Arrange Service Button (3100)
- Have a Transaction Number?
  - Instructive copy
  - Transaction Number Text Box
  - Required (field not empty, Valid Transaction Number)
  - View Button
  - Validates Form - Refreshes page with error messages in appropriate places Submit Form
- Registered Users:
  - Username Text Box - Alphanumeric Required (field not empty)
  - Password Text Box - Alphanumeric Required (field not empty)
  - View Button
  - Validates Form - Refreshes page with error messages in appropriate places Submit Form
  - Forgot Password? (TBD)
- Security Seals (TBD)

**NOTE**

- If user is a registered user and has logged in than redirect them to 4115
- #7 form validation causes page to refresh with error fields highlighted
- #7 form submits to (TBD)
- #8 form validation causes page to refresh with error fields highlighted
- #8 form submits to 4115

Figure 27

# WATCH YOUR REPAIR LIVE ON THE INTERNET - (SAMPLE DETAIL) 4110

LAST REVISED - 12-07-00 VX

- CONDITIONS**  
The Watch Your Repair Live on the Internet Demo (4110) Link was selected.
- REQUIREMENTS**
1. Standard Header
  2. Standard Footer
  3. Standard Left Hand Navigation
  - 3.1 Watch Your Repair Live on the Internet navigation element has been selected indicating that the user is within this section.
  4. Watch Your Repair Live on The Internet
  - 4.1 Descriptive copy
  5. Image Stream
  - 5.1 Default Image Stream (Selected by JoeAuto - Showcase)
  6. Arrange Service Now (3100)
  7. Check out some of our other Solutions
  - 7.1 Solutions List (1200)

Depot's actionable items.

1735

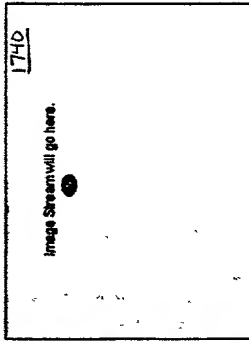
Arrange Service Now

To locate a JoeAuto.Com Service Center near you, please enter your five digit Zip code.

Toll free 1.877.JOEAUTO (1.877.563.2886) or contact Live Help

## Watch Your Repair Live on The Internet

Descriptive Text...



1740

Image Stream will go here.

1745

Arrange Service Now

Check out some of our other Solutions

1750

Arrange Service Now

Solution X

Solution X

Solution X

Solution X

Solution X

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Solution X

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Solution X

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Solution X

Connect Us | Site Map | Privacy Policy | Product Information | Dealer Login | JoeAuto.Com | JoeAuto.Com

PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL

## Watch Your Repair Live on The Internet

Descriptive Text ...

Image Stream will go here.

for the users' car is not on a  
link, a message to that effect  
will appear including where  
in the process the vehicle is.  
(Include link to How Far  
Along Are We #4200)

Transaction Number

1310

1820

**Click Here to View Your Vehicle Status page.**

## CONDITIONS

**CONDITIONS**  
The Watch Your Vehicle Live on the Internet (4115) Link has been selected. The user has either logged in or has entered a transaction code and has a vehicle being serviced at this time.

## REQUIREMENTS

1. Standard Header
2. Standard Footer
3. Standard Left Hand Navigation
  - 6.1. Watch Your Repair Live on the Internet navigation element has been selected indicating that the user is within this section. Link is disabled.
4. Watch Your Repair Live on The Internet
  - 4.1 Descriptive copy
5. Image Stream
  - 5.1 Image Stream  
Visible only if vehicle is on lift  
If the transaction code was captured then default the view to the requested vehicle.  
If the User has logged in then default the View to the last vehicle entered.  
Visible only if vehicle is not on lift
  - 5.3 Click Here (4200)
6. Customer Information
  - 6.1 Customer Name
  - 6.2 Transaction Number
  - 6.3 Vehicle Description  
Drop Down Selection – If user has more than one vehicle in service at one time  
Default to vehicle that is in the 5.1 Image stream
  - 6.3.1 Year
  - 6.3.2 Make
  - 6.3.3 Model
7. Click Here (4200) to see vehicle status

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE

Figure 29

How Far Along Are We 4200

LAST REVISED - 12.07.00 v.X

**JoeAuto.com**  
Invested To Not Waste Your Time

**Corporate Identity**  
(Logo & Profile)

**How Far Along Are We?**

To locate a JoeAuto.Com Service Center near you, please enter your five digit zip code.

Toll free 1.877.JOEAUTO (1.877.686.2886) or contact Live Help

**What do you want to know?**

- How to use JoeAuto.Com**
  - Performance Page
  - Take A Virtual Tour
  - Compare Our Prices
  - Police: Additional Repairs Needed
  - 1990 Death or 1990 Oil Your Bill
- Let's Get Insured**
  - Get Insurance Estimates
  - Arrange Service
- What is a Temporary Tag?**
  - What's Your Service LIFE on the Market?
  - What For Along Are We?
- Fun With: Virtual Tour**
  - Your Service History with JoeAuto.Com
  - Interactive Resource Library
  - Additional Services
  - Get Personal ID

**Have a Transaction Number?**

This is the one you were issued when you purchased your vehicle. Enter it here to get more information. Enter 1912041 or 1.877.JOEAUTO (1.877.686.2886).

1912041

**Registered user or**

Name:  1912041

Pass:

Forgot your password?

**Describe copy of this feature...**

**1905**

[Screenshot of sample Vehicle Status page]

**1910**

**1915**

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**5990**

**5995**

**6000**

**6005**

**6010**

**6015**

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**6030**

## REQUIREMENTS

1. Standard Header
2. Standard Footer
3. Standard Left Hand Navigation
  - 3.1 How Far Along Are We navigation element will be selected indicating the user is within this section.
4. Vehicle status
- 4.1 Customer Name

5. If you have questions or concerns, please call us Toll Free 1.877.JOEAUTO

- 6. Vehicle Selection**  
6.1 Vehicle Description  
Drop Down Box  
Upon vehicle selection the page is refreshed with the new vehicle information
- | 6.1.1 Year | 6.1.2 Make    | 6.1.3 Model | 6.1.4 Appointment Date |
|------------|---------------|-------------|------------------------|
| 2010       | Toyota        | Camry       | 12/15/2010             |
| 2011       | Ford          | Fusion      | 12/15/2011             |
| 2012       | Chrysler      | Pacifica    | 12/15/2012             |
| 2013       | Jeep          | Cherokee    | 12/15/2013             |
| 2014       | Subaru        | Outback     | 12/15/2014             |
| 2015       | Honda         | Accord      | 12/15/2015             |
| 2016       | Nissan        | Altima      | 12/15/2016             |
| 2017       | Volvo         | S60         | 12/15/2017             |
| 2018       | BMW           | 3 Series    | 12/15/2018             |
| 2019       | Audi          | A4          | 12/15/2019             |
| 2020       | Mercedes-Benz | C-Class     | 12/15/2020             |
| 2021       | Porsche       | 911         | 12/15/2021             |
| 2022       | Ferrari       | 488         | 12/15/2022             |
| 2023       | Lamborghini   | Huracan     | 12/15/2023             |
| 2024       | Rolls Royce   | Phantom     | 12/15/2024             |
| 2025       | Bentley       | Continental | 12/15/2025             |
| 2026       | Maybach       | S-Class     | 12/15/2026             |
| 2027       | Lincoln       | Navigator   | 12/15/2027             |
| 2028       | Genesis       | G90         | 12/15/2028             |
| 2029       | Infiniti      | QX80        | 12/15/2029             |
| 2030       | Acura         | MDX         | 12/15/2030             |
| 2031       | Volvo         | S90         | 12/15/2031             |
| 2032       | BMW           | 7 Series    | 12/15/2032             |
| 2033       | Audi          | A8          | 12/15/2033             |
| 2034       | Mercedes-Benz | S-Class     | 12/15/2034             |
| 2035       | Porsche       | Panamera    | 12/15/2035             |
| 2036       | Ferrari       | 812         | 12/15/2036             |
| 2037       | Lamborghini   | Revuelto    | 12/15/2037             |
| 2038       | Rolls Royce   | Spectable   | 12/15/2038             |
| 2039       | Bentley       | Waddell     | 12/15/2039             |
| 2040       | Maybach       | Landaulet   | 12/15/2040             |
| 2041       | Lincoln       | Continental | 12/15/2041             |
| 2042       | Genesis       | G90         | 12/15/2042             |
| 2043       | Infiniti      | QX80        | 12/15/2043             |
| 2044       | Acura         | MDX         | 12/15/2044             |
| 2045       | Volvo         | S90         | 12/15/2045             |
| 2046       | BMW           | 7 Series    | 12/15/2046             |
| 2047       | Audi          | A8          | 12/15/2047             |
| 2048       | Mercedes-Benz | S-Class     | 12/15/2048             |
| 2049       | Porsche       | Panamera    | 12/15/2049             |
| 2050       | Ferrari       | 812         | 12/15/2050             |
| 2051       | Lamborghini   | Revuelto    | 12/15/2051             |
| 2052       | Rolls Royce   | Spectable   | 12/15/2052             |
| 2053       | Bentley       | Waddell     | 12/15/2053             |
| 2054       | Maybach       | Landaulet   | 12/15/2054             |
| 2055       | Lincoln       | Continental | 12/15/2055             |
| 2056       | Genesis       | G90         | 12/15/2056             |
| 2057       | Infiniti      | QX80        | 12/15/2057             |
| 2058       | Acura         | MDX         | 12/15/2058             |
| 2059       | Volvo         | S90         | 12/15/2059             |
| 2060       | BMW           | 7 Series    | 12/15/2060             |
| 2061       | Audi          | A8          | 12/15/2061             |
| 2062       | Mercedes-Benz | S-Class     | 12/15/2062             |
| 2063       | Porsche       | Panamera    | 12/15/2063             |
| 2064       | Ferrari       | 812         | 12/15/2064             |
| 2065       | Lamborghini   | Revuelto    | 12/15/2065             |
| 2066       | Rolls Royce   | Spectable   | 12/15/2066             |
| 2067       | Bentley       | Waddell     | 12/15/2067             |
| 2068       | Maybach       | Landaulet   | 12/15/2068             |
| 2069       | Lincoln       | Continental | 12/15/2069             |
| 2070       | Genesis       | G90         | 12/15/2070             |
| 2071       | Infiniti      | QX80        | 12/15/2071             |
| 2072       | Acura         | MDX         | 12/15/2072             |
| 2073       | Volvo         | S90         | 12/15/2073             |
| 2074       | BMW           | 7 Series    | 12/15/2074             |
| 2075       | Audi          | A8          | 12/15/2075             |
| 2076       | Mercedes-Benz | S-Class     | 12/15/2076             |
| 2077       | Porsche       | Panamera    | 12/15/2077             |
| 2078       | Ferrari       | 812         | 12/15/2078             |
| 2079       | Lamborghini   | Revuelto    | 12/15/2079             |
| 2080       | Rolls Royce   | Spectable   | 12/15/2080             |
| 2081       | Bentley       | Waddell     | 12/15/2081             |
| 2082       | Maybach       | Landaulet   | 12/15/2082             |
| 2083       | Lincoln       | Continental | 12/15/2083             |
| 2084       | Genesis       | G90         | 12/15/2084             |
| 2085       | Infiniti      | QX80        | 12/15/2085             |
| 2086       | Acura         | MDX         | 12/15/2086             |
| 2087       | Volvo         | S90         | 12/15/2087             |
| 2088       | BMW           | 7 Series    | 12/15/2088             |
| 2089       | Audi          | A8          | 12/15/2089             |
| 2090       | Mercedes-Benz | S-Class     | 12/15/2090             |
| 2091       | Porsche       |             |                        |

**7. Transaction Number**

## 8. Progression Graphic

- | 9. Title Section    | 10. Vehicle Acquisition Section |
|---------------------|---------------------------------|
| 9.1 Steps Title     | 10.1 Current Stage Indication   |
| 9.2 Time Title      | 10.2 Vehicle Acquisition Time   |
| 9.2.1 Planned       | 10.3.1 Planned Deadline         |
| 9.2.2 Actual        | 10.3.2 Actual Finish Time       |
| 9.3 Status Title    | 10.4 Status                     |
| 9.4 Action(s) Title | 10.4.1 Requested                |
|                     | 10.4.2 CSR Dispatched           |
|                     | 10.4.3 Vehicle Picked Up        |



Figure 31

<b>Corporate Identity</b> (Logo & Print)	<b>Home</b>	To locate a JoeAuto.Com Service Center near you, Please enter your five digit Zip code. <input type="text"/> <input type="button" value="Locate"/>	Toll free 1.877.JOEAUTO (1.877.563.2869) or contact Live Help	<b>Arrange Service Now</b>
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**What do You Want to Know?**  
**VIEWVIEW: JoeAuto.Com**

- Performance Data
- Take A Virtual Tour
- Compare Our Prices
- Policy: Additional Policies Needed
- \$50 Cash or \$50 Off Your Bill

**THE CHOICE IS YOURS**

**THESE ARE OUR BUSINESSES:**

- Sell Discounts / Rebates
- Arrange Services

**WHAT WE CAN HELP YOU:**

- Watch Your Budget LIVE on the Internet
- Find The Best Deal On Web

**Don't Visit Thruout's Home:**

- View Service History With JoeAuto.Com
- Automotive Resource Library
- Add/Edit Vehicles
- Edit Personal Info

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**Personal Info...**  
Descriptive copy if necessary....

Service Print	Edit Vehicle
2065	2070
2010	2015
New	New

PERSONAL INFO:  
First Name Last Name e-Mail Address (city) (first name) (last name) (email\_address@url.com) View/Edit del  
(title) (first name) (last name) View/Edit del

The Person displayed [Red, bold, ???] Is your primary Contact. To change your primary Person, click the View/Edit button for the Person you wish to select.

Telephone #'s 2030 2035  
(\*\*\*-\*\*\*-\*\*\*\*) edit del (\*\*\*-\*\*\*-\*\*\*\*) edit del  
(\*\*\*-\*\*\*-\*\*\*\*) edit del (\*\*\*-\*\*\*-\*\*\*\*) edit del

ADDRESS INFO: 2045  
Available Pick Up Drive In Street Address City State Zip  
Y Y Y (street address 1, 2) (city) (state) (zip) edit del edit del  
N Y Y (street address 1, 2) (city) (state) (zip) edit del edit del

The Address displayed [Red, bold, ???] Is your primary Contact. To change your primary Address, click the View/Edit button for the Address you wish to select.  
If you have questions or concerns, please call us toll free 1.877.JOEAUTO (toll free)

[I'm done, lets me home.] 2075

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**View/Edit Personal Info...**  
To allow more than one person to... provide us with user name and password so that we may set up an account. THIS IS NOT REQUIRED, BUT WILL...

Transaction:    
User ID:   
Pass:   
Re-enter your password:

---

[This only appears if the user has entered a transaction code to access this page instead of a Name & Password]

2080